



Amendments to the claims (this listing replaces all prior versions):

Claims 1 – 18 cancelled.

19. (currently amended) A method comprising

with a computer,

(a) automatically and repeatedly receiving electronic mail messages that include information related to ~~remotely collected~~ data collected by a remote computer indicative of a performance of ~~a machine~~ the remote computer, the electronic mail messages complying with a standard electronic mail messaging protocol, and

(b) automatically analyzing the information to determine the performance of the ~~machine~~ remote computer.

20. (currently amended) The method of claim 19 further comprising:

[[(a)] (c) extracting the information from the electronic mail messages.

21. (original) The method of claim 20 further comprising generating a natural language report based on the analysis.

22. (original) The method of claim 19, further comprising
generating an electronic mail message that includes the report; and
transmitting the electronic mail message over a network.

23. (original) The method of claim 19, wherein the performance data includes at least one time ordered sequence of performance measurements and wherein:

analyzing the performance data includes comparing at least some of the performance data with a corresponding threshold value to determine whether the performance measurements are within a range of acceptable values.

24. (original) The method of claim 23, wherein generating the performance report includes:
selecting an information item based on the comparison of the performance measurement;
and
adding the selected information item to the performance report.

25. (original) The method of claim 23 wherein:
analyzing the performance data includes determining the number of performance measurements that are within the range of acceptable values; and
selecting the information item is further based on the number of performance measurements that are within the range of acceptable values.

26. (original) The method of claim 23 wherein the item of information includes a natural language sentence.

27. (original) The method of claim 26 wherein the item of information includes at least one of a measurement value or the threshold value.

28. (original) The method of claim 26 wherein at least part of the natural language sentence is enhanced to draw attention to the sentence.

29. (original) The method of claim 28 wherein the part of the natural language sentence is enhanced by at least one of bold typeface, italicized typeface, colored typeface, underlining, and a different font size.

30. (original) The method of claim 23 wherein the item of information includes a graphical display.

31. (original) The method of claim 26 wherein at least part of the natural language sentence is a hyperlink to more detailed information about a section of the sequence of performance measurements.

32. (currently amended) An article comprising a ~~machine~~ computer readable medium on which are tangibly stored ~~machine~~ computer-executable instructions for monitoring a remote ~~machine~~ computer, the instructions being operable to cause a ~~machine~~ computer to:

(a) automatically and repeatedly ~~receiving~~ receive electronic mail messages that include information related to ~~remotely collected~~ data collected by a remote computer indicative of a performance of ~~a machine~~ the remote computer, the electronic mail messages complying with a standard electronic mail messaging protocol, and

(b) automatically ~~analyzing~~ analyze the information to determine the performance of the ~~machine~~ remote computer.

33. (currently amended) The article of claim 32, wherein the instructions further cause the ~~processor~~ computer to:

(a) extract the information from the electronic mail messages.

34. (currently amended) The article of claim 33 wherein the instructions further cause the ~~processor~~ computer to generate a natural language report based on the analysis.

35. (original) The article of claim ~~32~~ 34, wherein the instructions further cause the ~~processor~~ computer to:

generate an electronic mail message that includes the report; and
transmit the electronic mail message over a network.

36. (original) The article of claim 32, wherein the performance data includes at least one time ordered sequence of performance measurements and wherein:

analyzing the performance data includes comparing at least some of the performance measurements with a corresponding threshold value to determine whether the performance measurements are within a range of acceptable values.

37. (original) The article of claim 36, wherein generating the performance report includes:

selecting an information item based on the comparison of the performance measurement;
and

adding the elected information item to the performance report.

38. (original) The article of claim 36 wherein:

analyzing the performance data includes determining the number of performance measurements that are within the range of acceptable values; and

selecting the information item is further based on the number of performance measurements that are within the range of acceptable values.

39. (original) The article of claim 36 wherein the item of information includes a natural language sentence.

40. (original) The article of claim 39 wherein the item of information includes at least one of a measurement value or the threshold value.

41. (original) The article of claim 39 wherein at least part of the natural language sentence is enhanced to draw attention to the sentence.

42. (original) The article of claim 41 wherein the part of the natural language sentence is enhanced by at least one of bold typeface, italicized typeface, colored typeface, underlining, and a different font size.

43. (original) The article of claim 36 wherein the item of information includes a graphical display.

44. (original) The article of claim 39 wherein at least part of the natural language sentence is a hyperlink to more detailed information about a section of the sequence of performance measurements.